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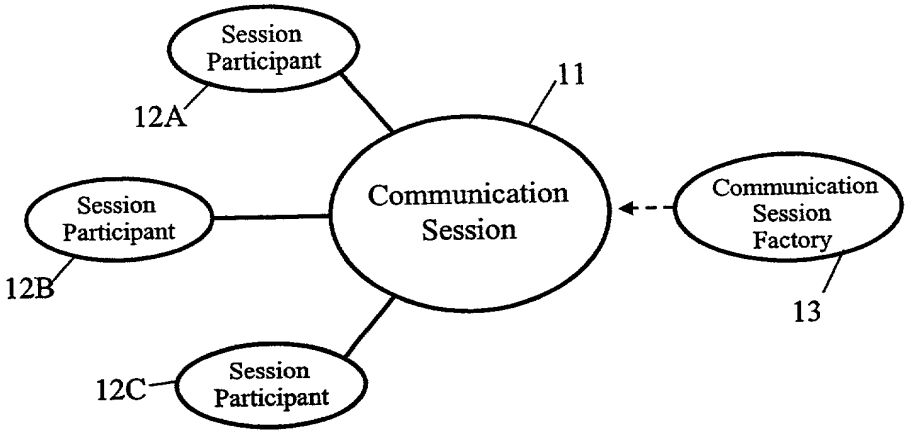


Figure 1

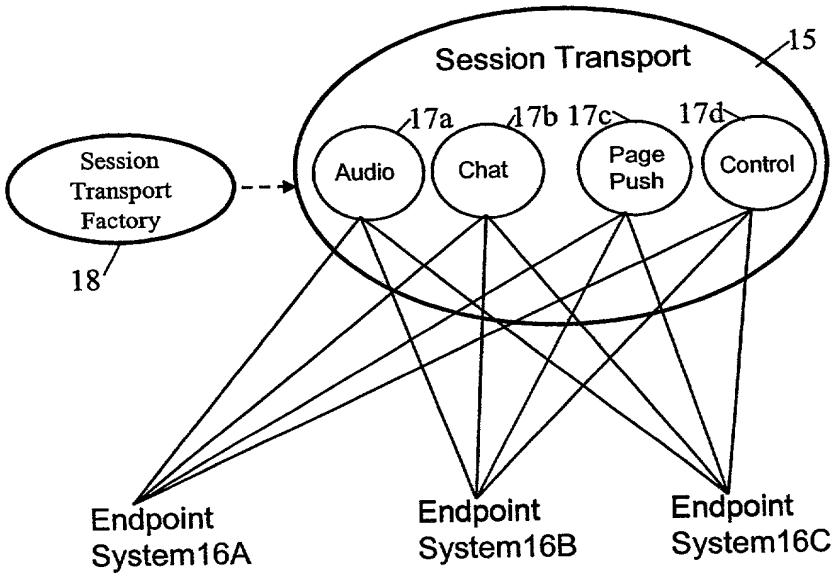


Figure 2

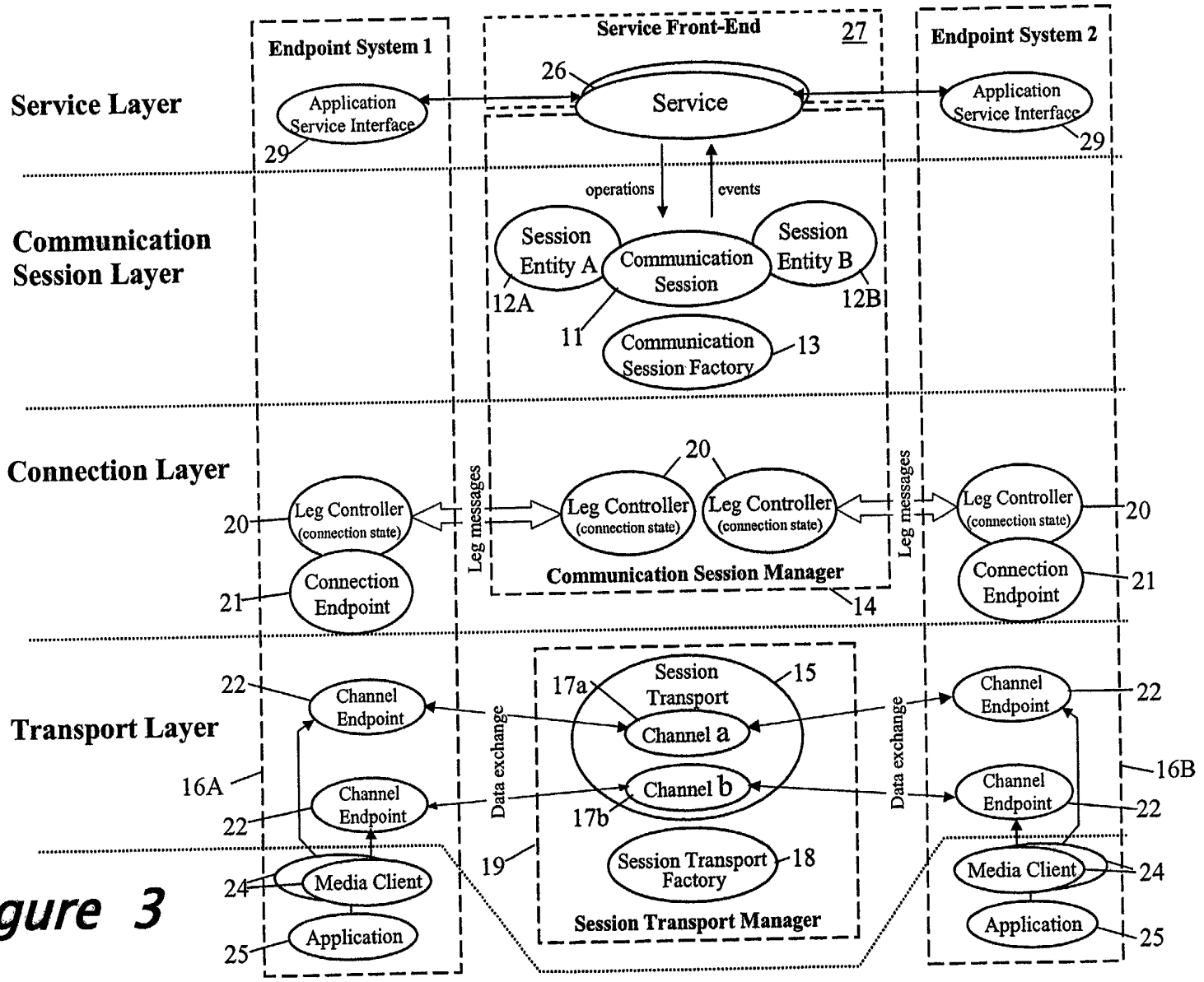
Service Layer
Communication Session Layer
Connection Layer
Transport Layer
Endpoint System 1
Service Front-End
27
Endpoint System 2
Application Service Interface
29
26
Service
operations
events
Session Entity A
Communication Session
Session Entity B
12A
12B
11
Communication Session Factory
13
20
Leg Controller (connection state)
Leg messages
Communication Session Manager
14
Connection Endpoint
21
22
Channel Endpoint
16A
16B
Data exchange
Session Transport
15
17a
Channel a
Channel b
17b
19
Session Transport Factory
18
Session Transport Manager
Media Client
24
Application
25

Figure 3

TOSHIBA 10547660

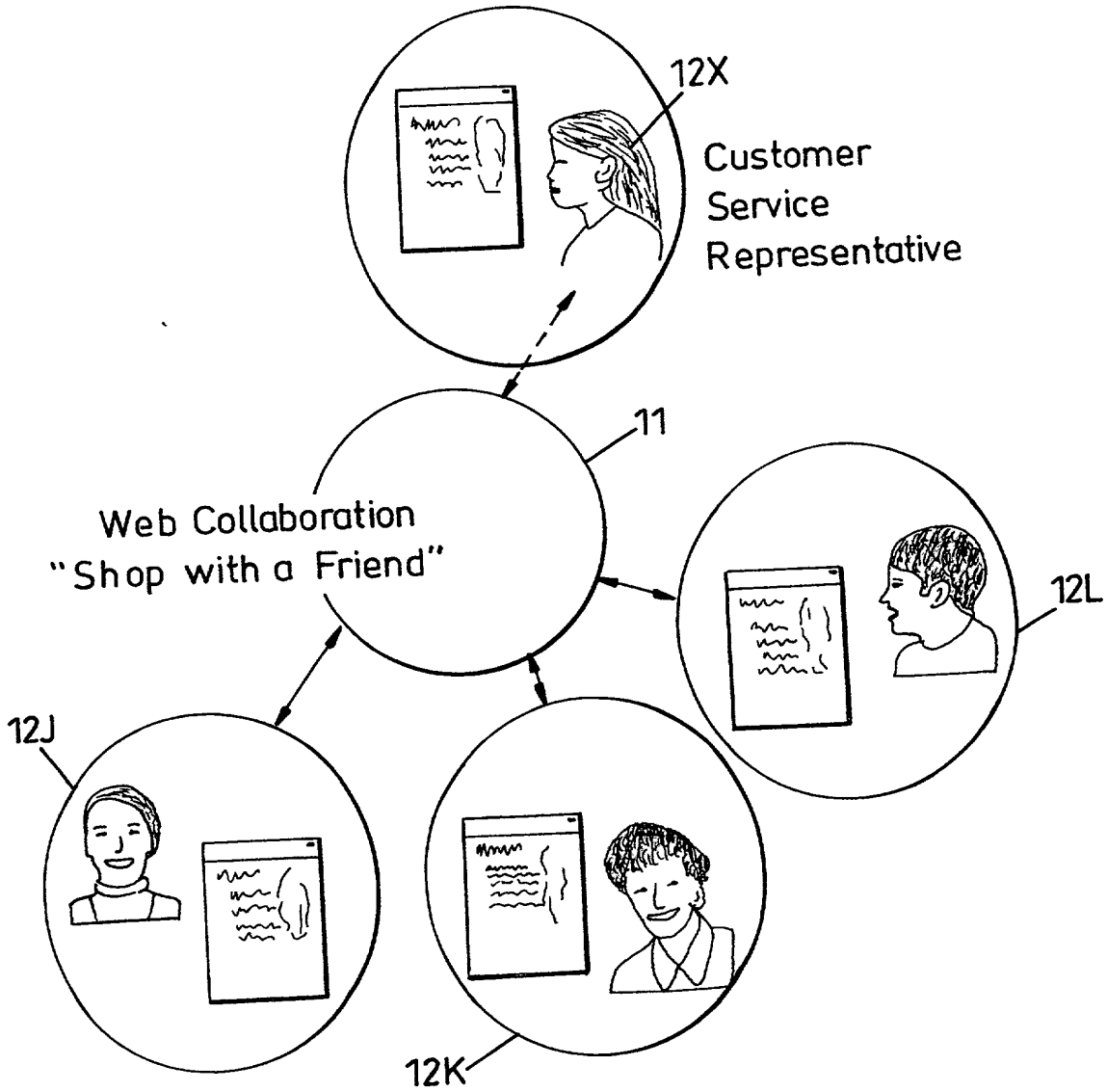


*Fig. 4*

Docket: FIS920040260

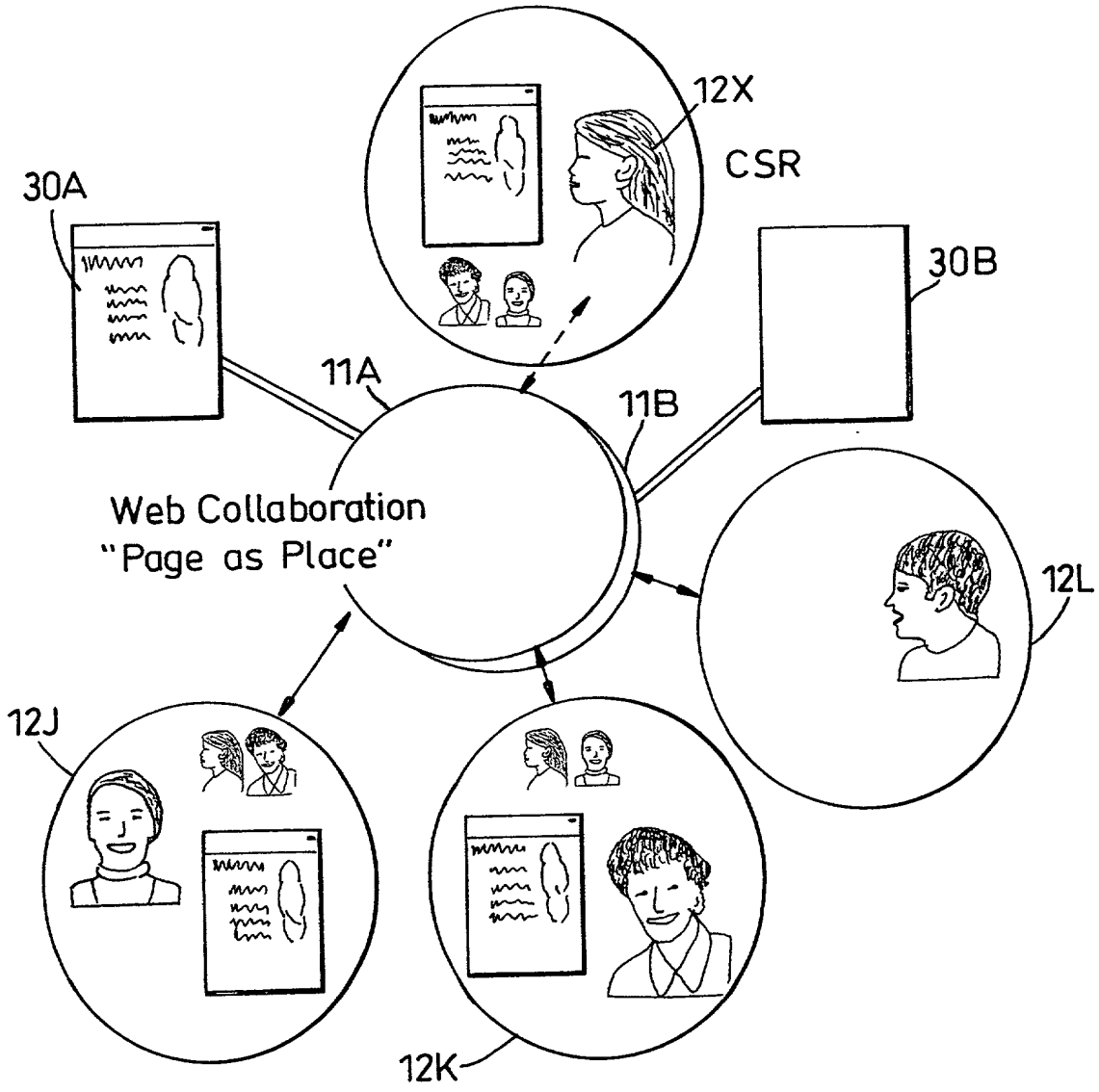


*Fig. 5*

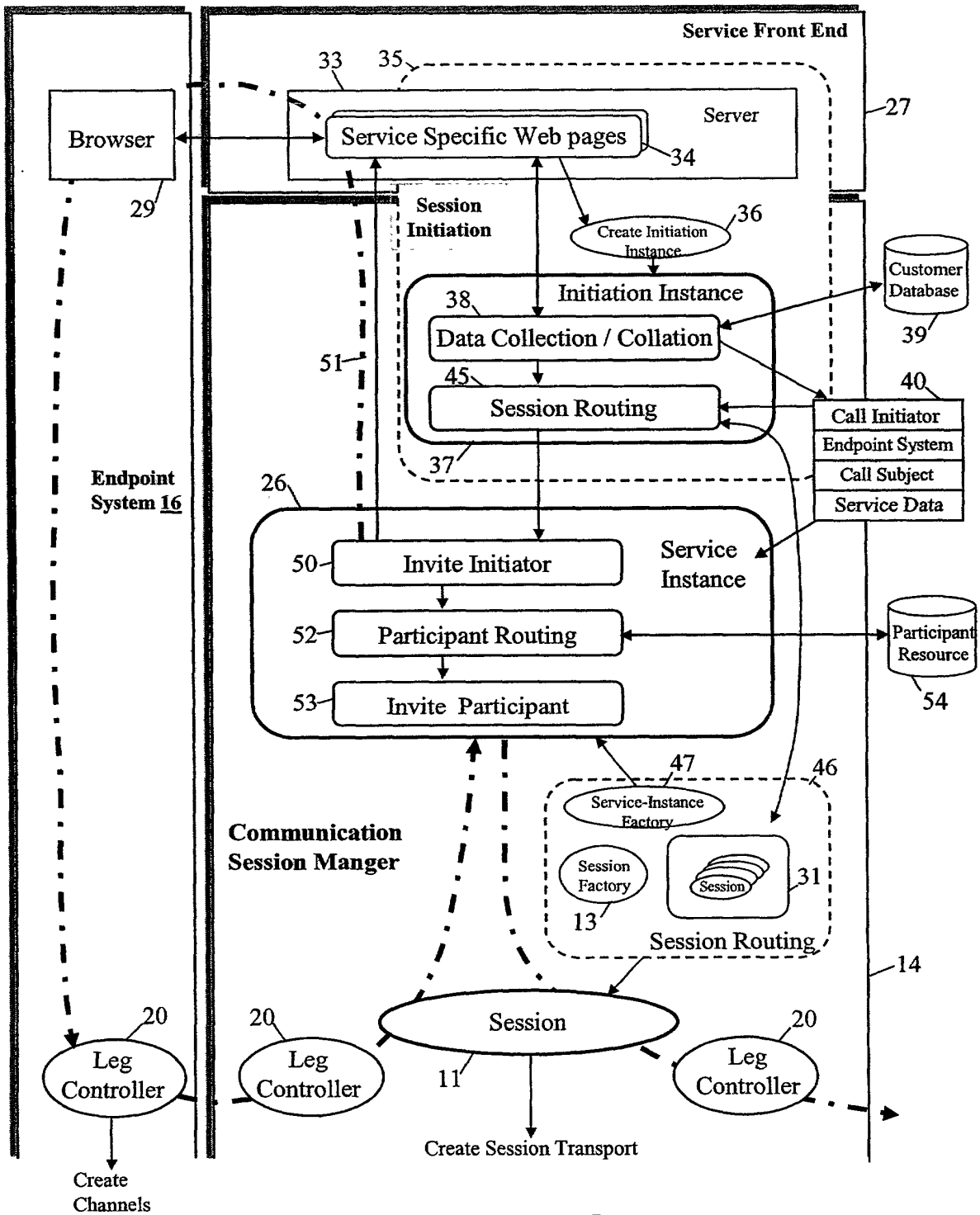
Service Front End
33
35
Browser
Server
Service Specific Web pages
34
27
29
Session Initiation
Create Initiation Instance
36
Customer Database
39
Initiation Instance
38
Data Collection / Collation
45
Session Routing
40
Call Initiator
Endpoint System
Call Subject
Service Data
51
37
Endpoint System 16
26
50
Invite Initiator
Service Instance
52
Participant Routing
Participant Resource
54
53
Invite Participant
47
46
Service-Instance Factory
Communication Session Manger
Session Factory
13
Session
31
Session Routing
14
20
20
Session
20
Leg Controller
Leg Controller
11
Leg Controller
Create Session Transport
Create Channels

Figure 6

TOSTOK 10547660

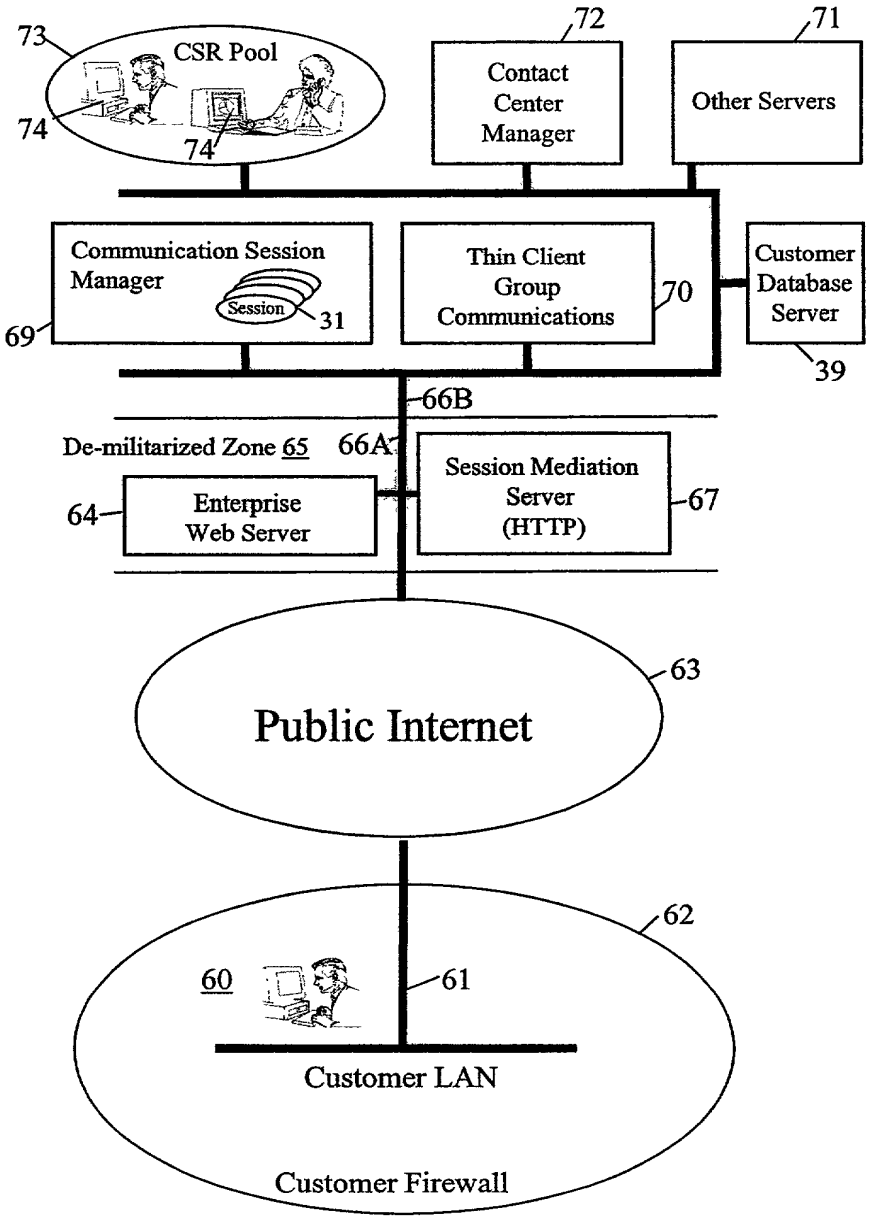


Figure 7

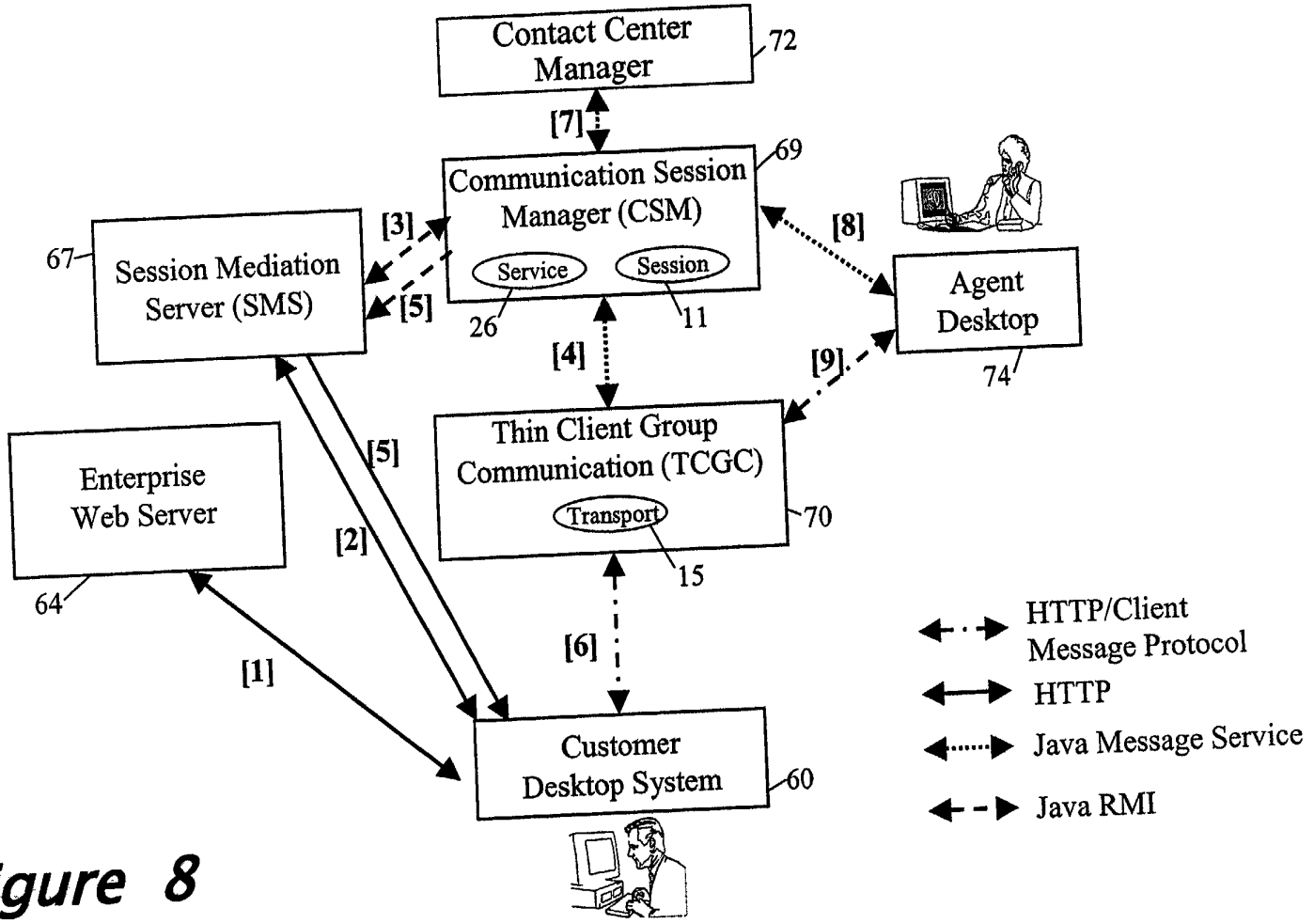
Contact Center Manager
72
[7]
Communication Session Manager (CSM)
69
Service
Session
26
11
[3]
[5]
67
Session Mediation Server (SMS)
[8]
Agent Desktop
74
[4]
[9]
Thin Client Group Communication (TCGC)
Transport
70
15
Enterprise Web Server
64
[5]
[2]
[6]
[1]
Customer Desktop System
60
HTTP/Client Message Protocol
HTTP
Java Message Service
Java RMI

Figure 8

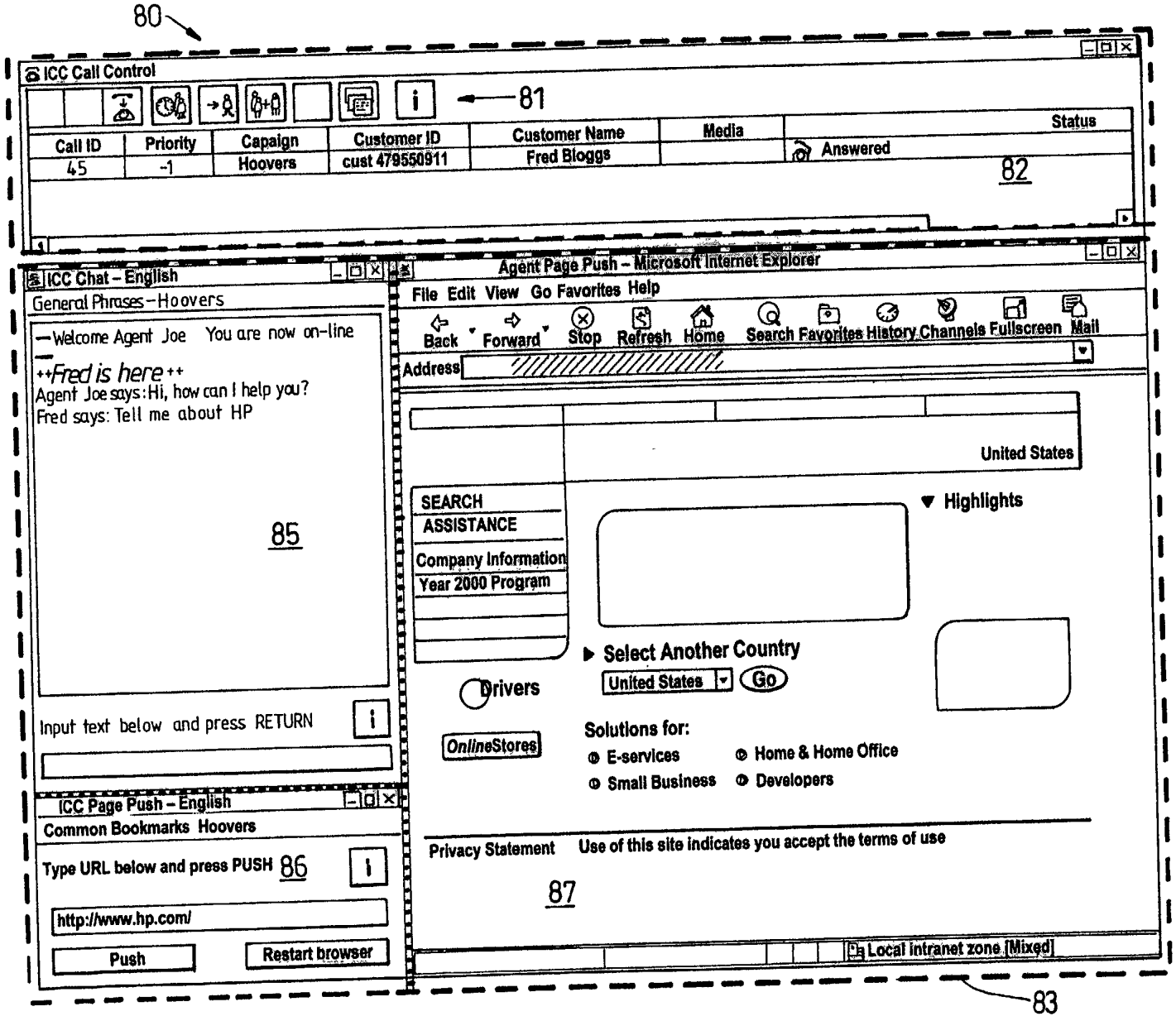
80
ICC Call Control
81
Call ID
Priority
Capaign
Customer ID
Customer Name
Media
Status
45
-1
Hoovers
cust 479550911
Fred Bloggs
Answered
82
ICC Chat – English
General Phrases – Hoovers
– Welcome Agent Joe You are now on-line
++Fred is here++
Agent Joe says: Hi, how can I help you?
Fred says: Tell me about HP
85
Input text below and press RETURN
ICC Page Push – English
Common Bookmarks Hoovers
Type URL below and press PUSH 86
http://www.hp.com/
Push
Restart browser
Agent Page Push – Microsoft Internet Explorer
File Edit View Go Favorites Help
Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail
Address
United States
SEARCH
ASSISTANCE
Company Information
Year 2000 Program
Highlights
Select Another Country
United States
Go
Drivers
OnlineStores
Solutions for:
E-services
Home & Home Office
Small Business
Developers
Privacy Statement Use of this site indicates you accept the terms of use
87
Local intranet zone [Mixed]
83

*Fig. 9*

FOOTPRINTS2560

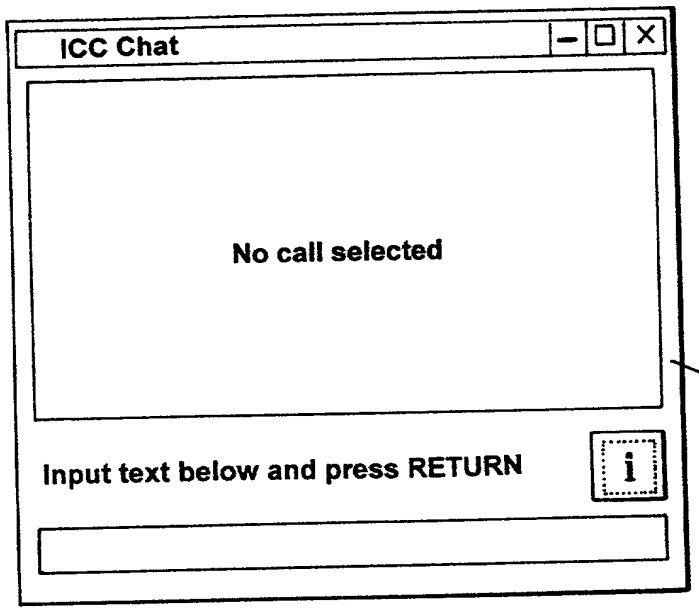


Fig. 10

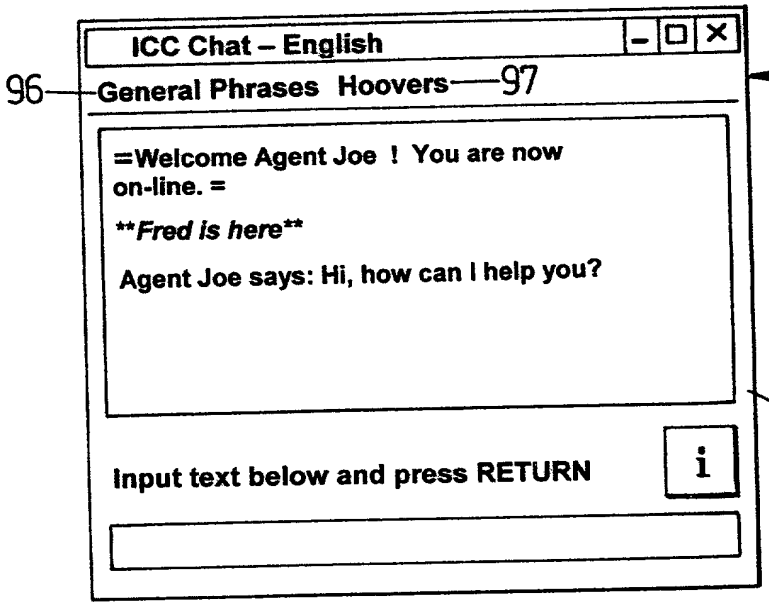


Fig. 11

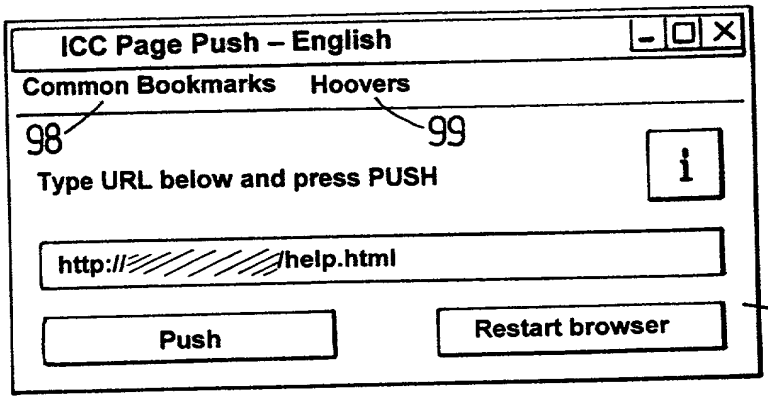


Fig. 12

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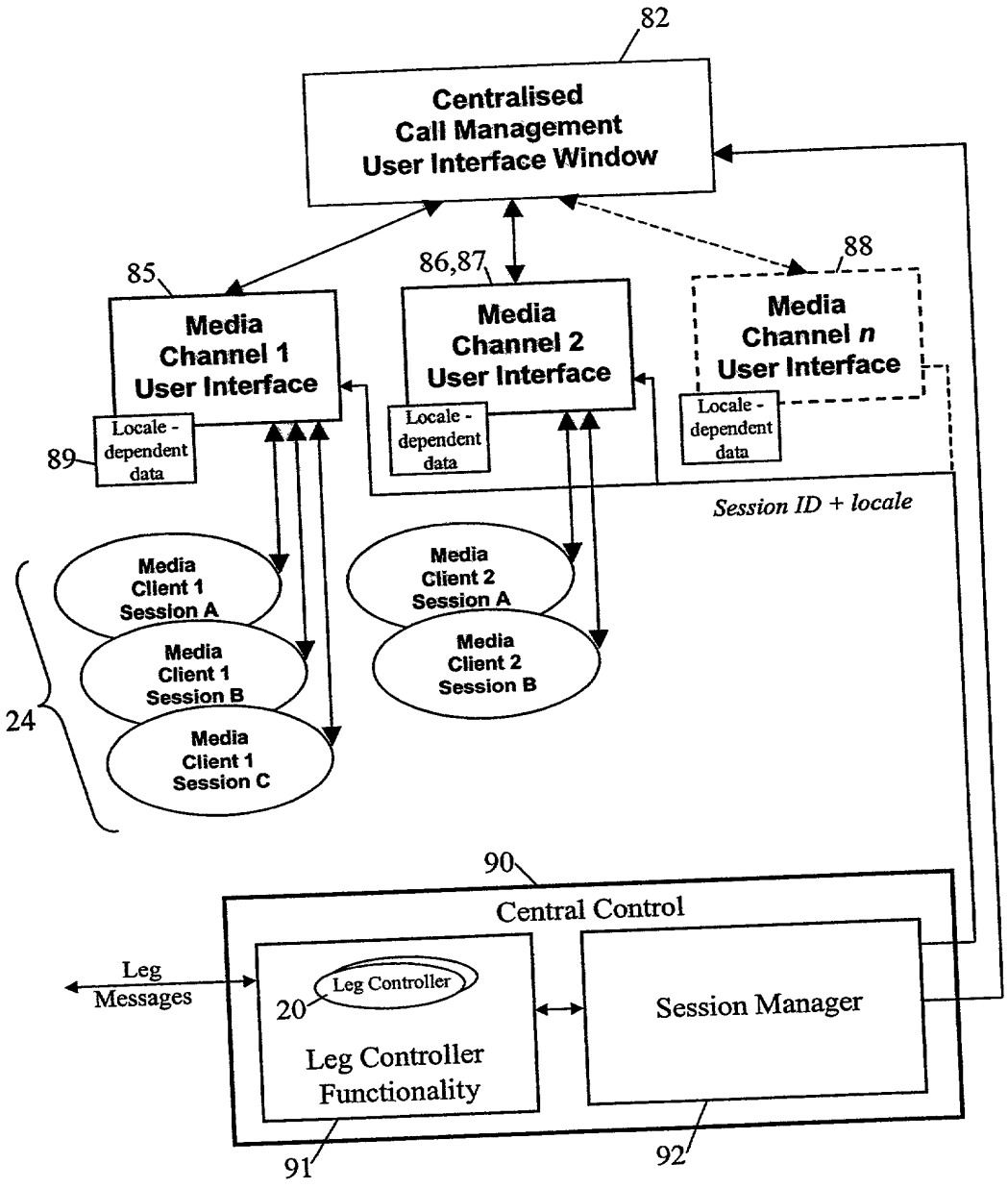


Figure 13

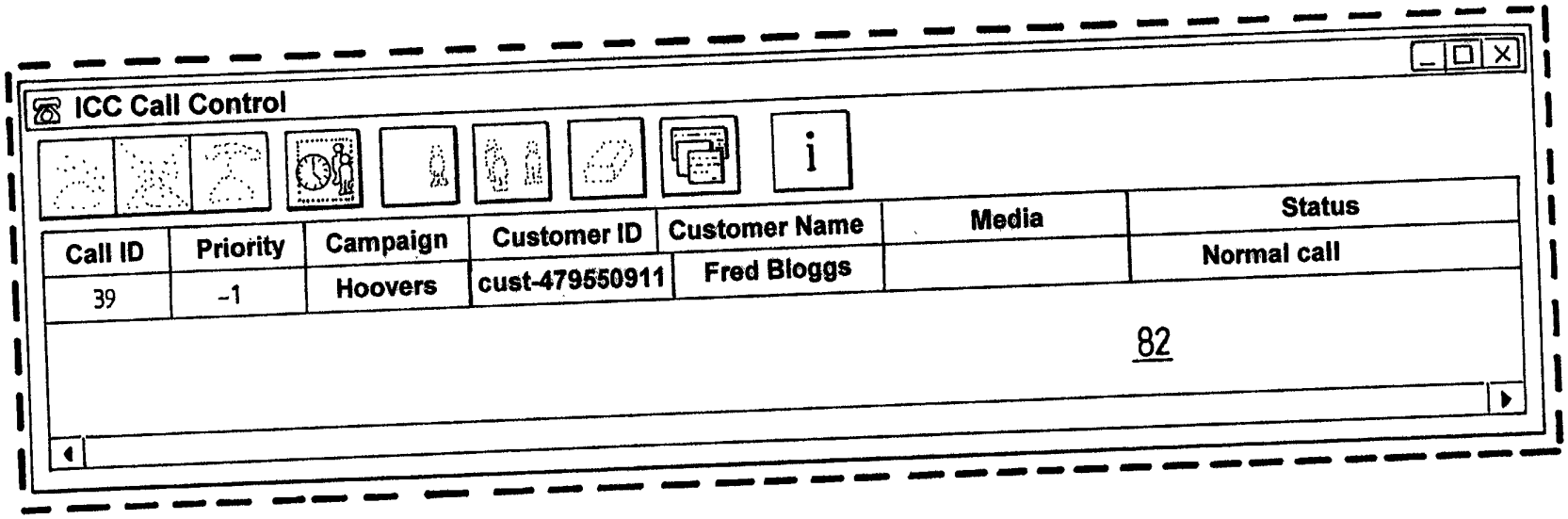
ICC Call Control
i
Call ID
Priority
Campaign
Customer ID
Customer Name
Media
Status
39
-1
Hoovers
cust-479550911
Fred Bloggs
Normal call
82

*Fig. 14*

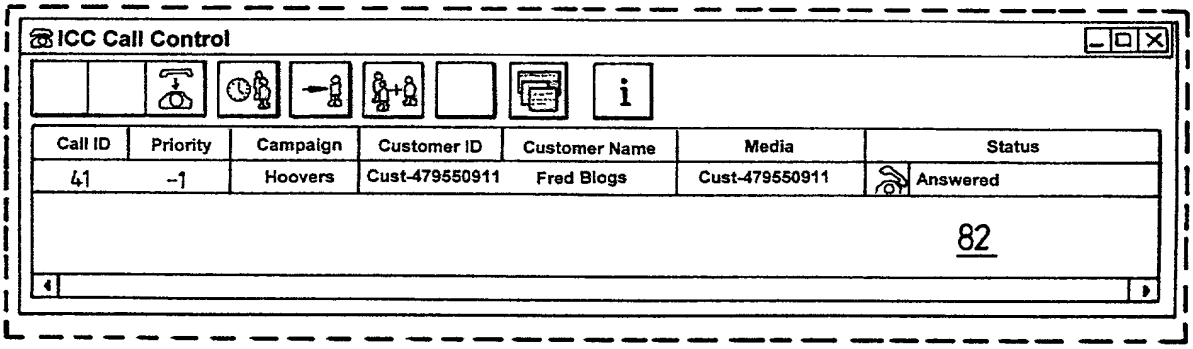


*Fig. 15*

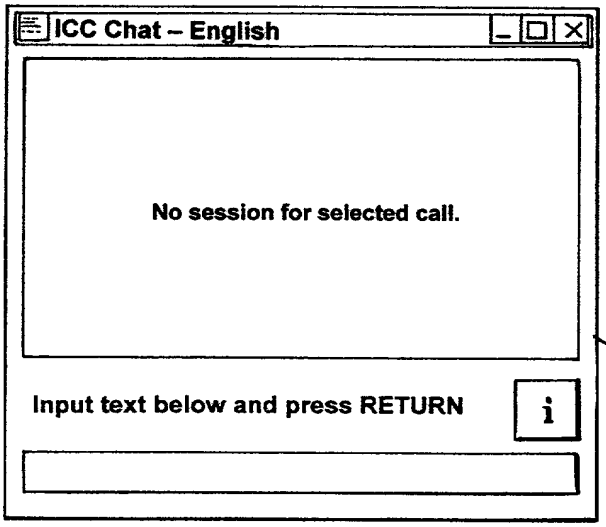


*Fig. 16*

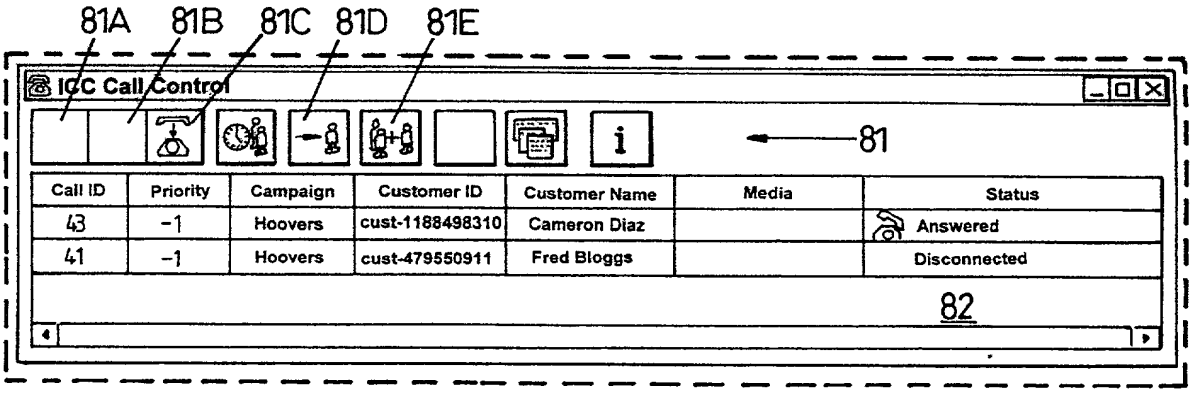


*Fig. 17*

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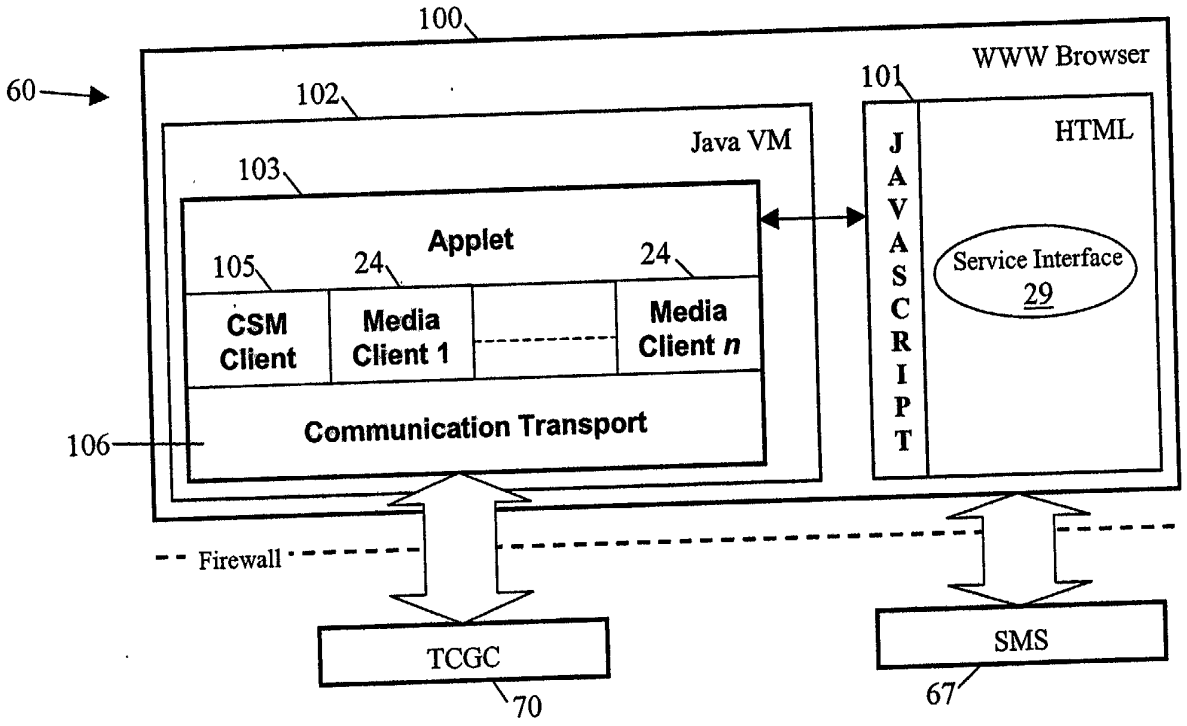
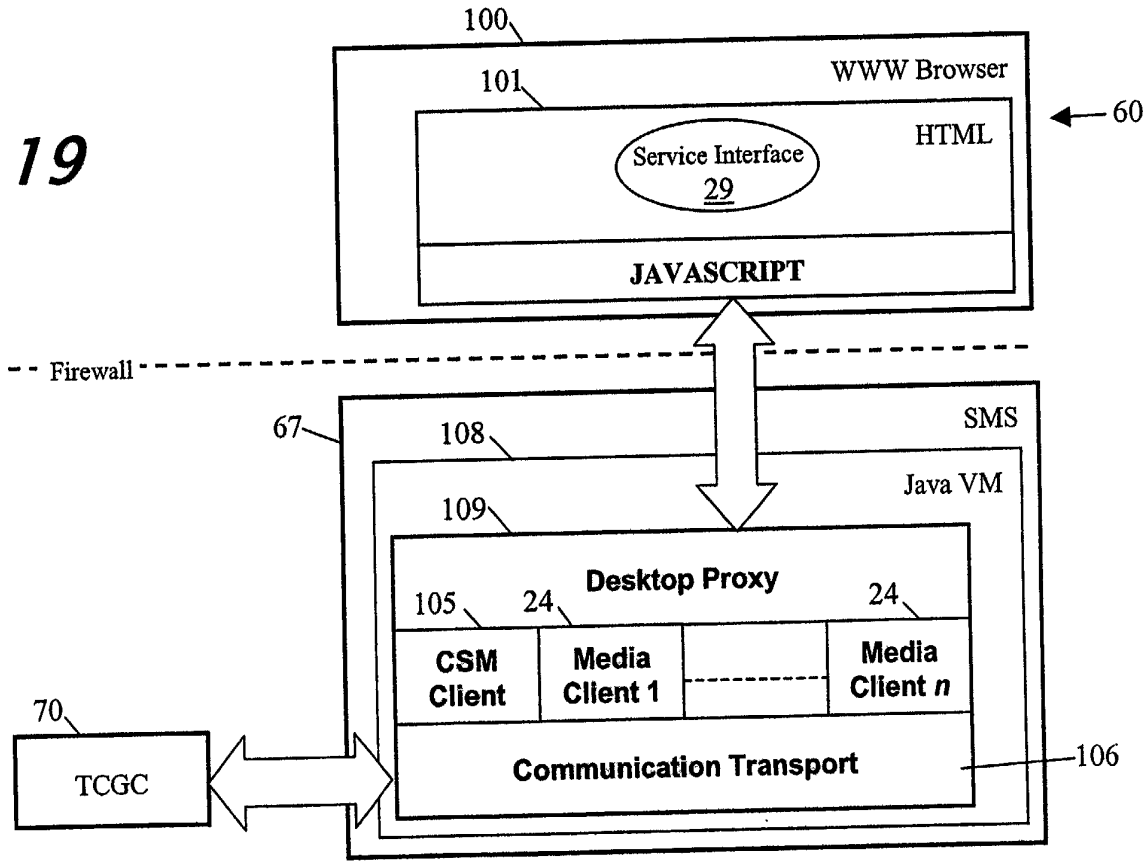



*Figure 18*

Figure 19


100
WWW Browser
101
HTML
Service Interface
29
60
JAVASCRIPT
Firewall
67
108
SMS
Java VM
109
Desktop Proxy
105
24
24
CSM Client
Media Client 1
Media Client n
70
TCGC
Communication Transport
106

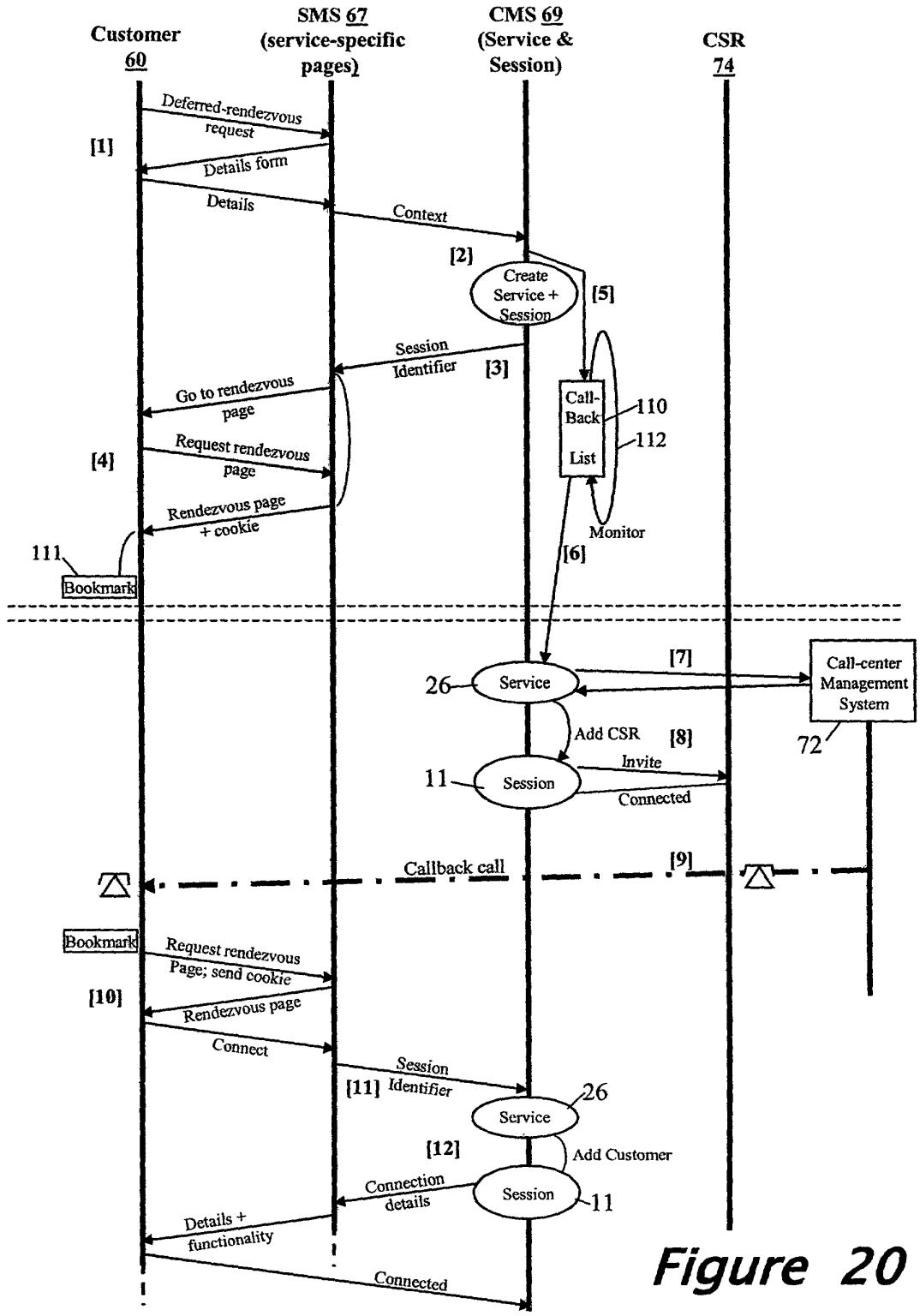

Customer 60
SMS 67 (service-specific pages)
CMS 69 (Service & Session)
CSR 74
Deferred-rendezvous request
[1]
Details form
Details
Context
[2]
Create Service + Session
[5]
Session Identifier
[3]
Go to rendezvous page
Request rendezvous page
[4]
Rendezvous page + cookie
111
Bookmark
Call-Back List
110
112
Monitor
[6]
26
Service
[7]
Call-center Management System
72
Add CSR
[8]
Invite
11
Session
Connected
Callback call
[9]
Bookmark
Request rendezvous Page; send cookie
[10]
Rendezvous page
Connect
Session Identifier
[11]
26
Service
[12]
Add Customer
Connection details
Session
11
Details + functionality
Connected

Figure 20

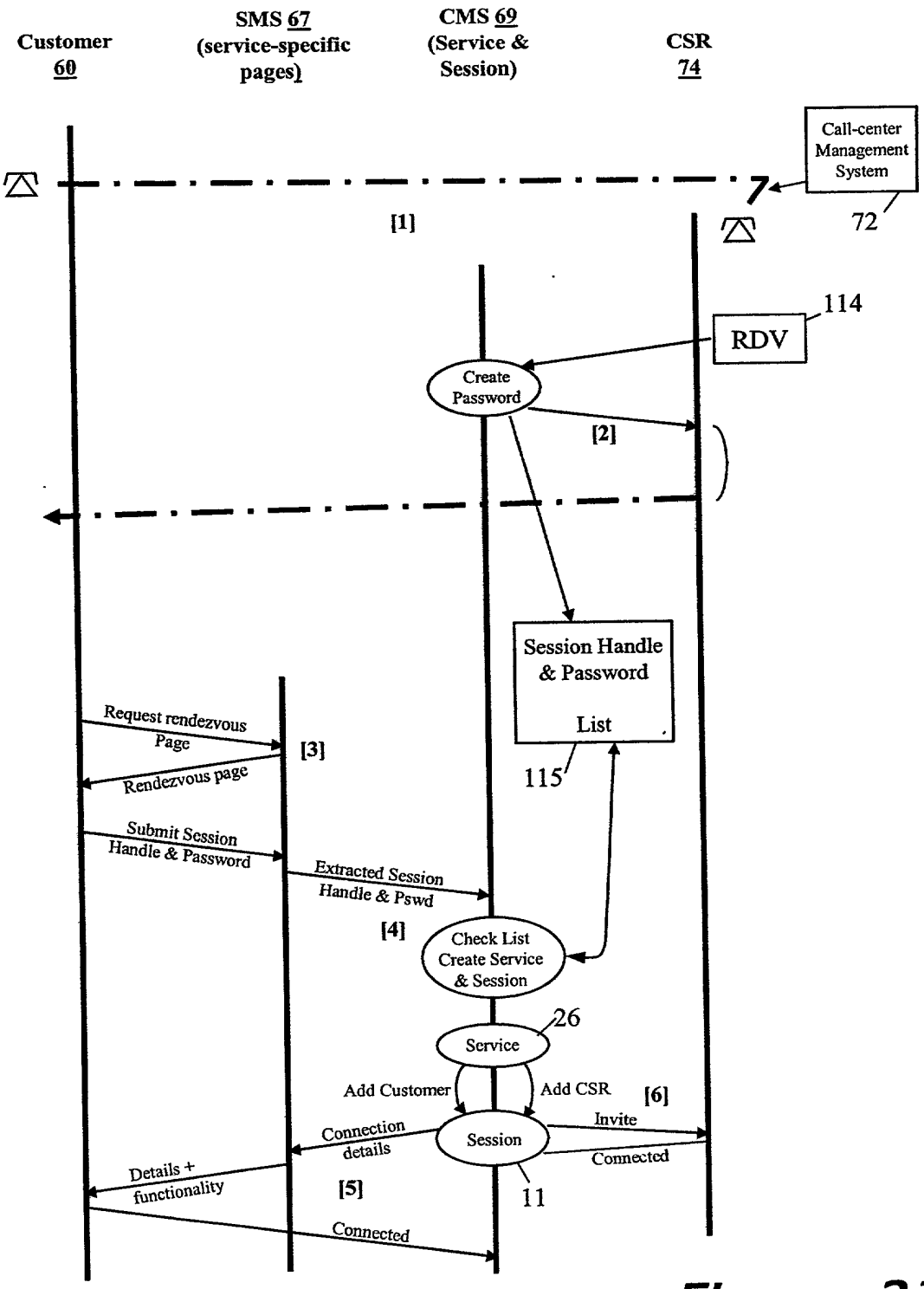
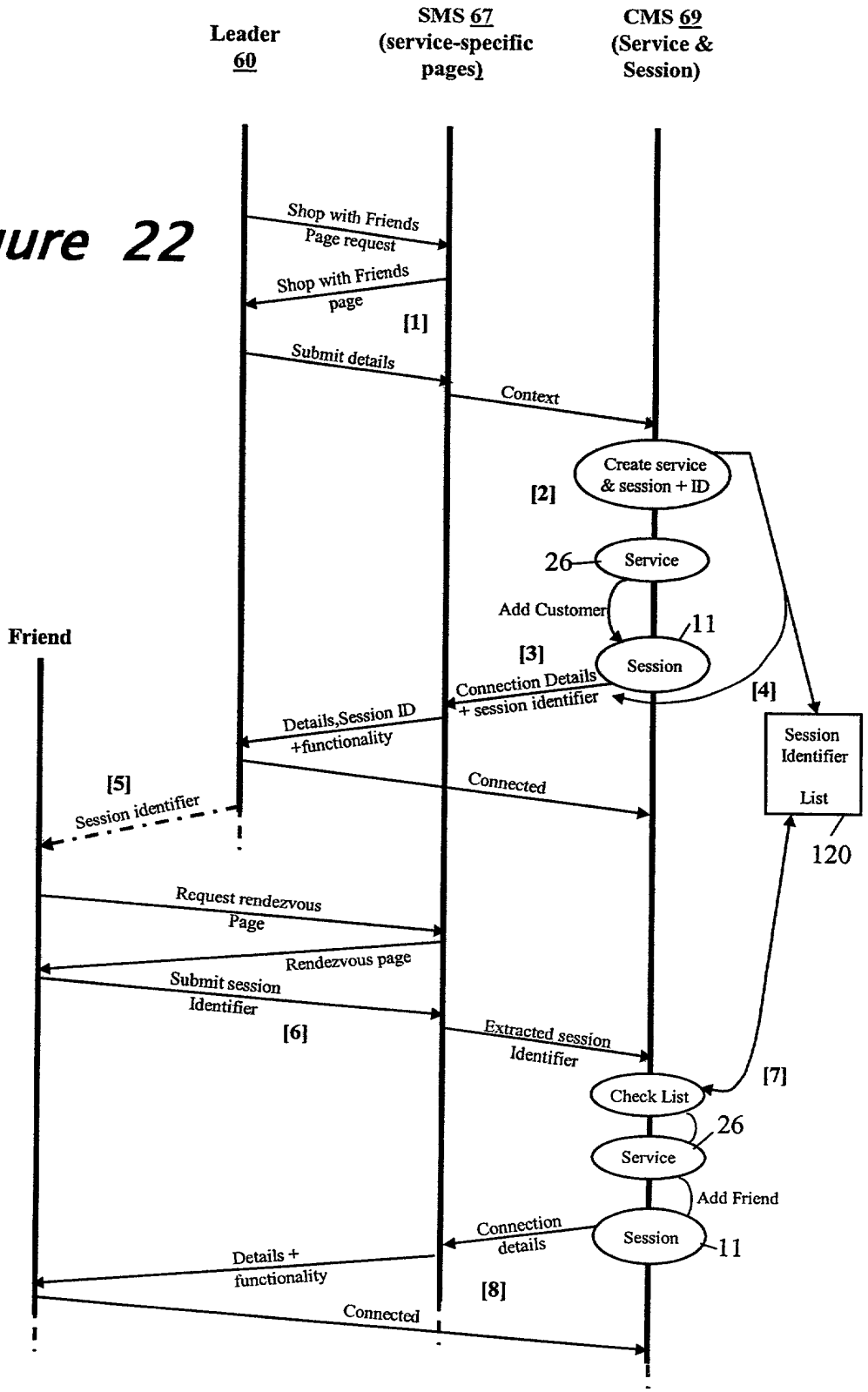

Customer 60
SMS 67 (service-specific pages)
CMS 69 (Service & Session)
CSR 74
Call-center Management System
72
[1]
RDV
114
Create Password
[2]
Session Handle & Password List
115
Request rendezvous Page
[3]
Rendezvous page
Submit Session Handle & Password
Extracted Session Handle & Pswd
[4]
Check List Create Service & Session
26
Service
Add Customer
Add CSR
[6]
Invite
Connection details
Session
Connected
Details + functionality
[5]
11
Connected

Figure 21

PCT/GB2005/050

Figure 22



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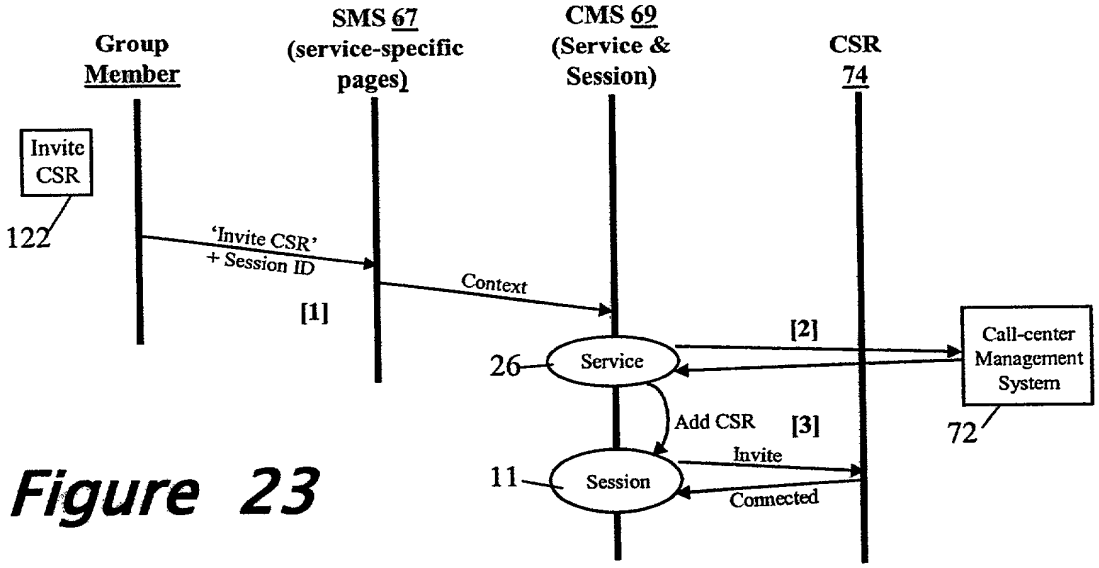


Figure 23

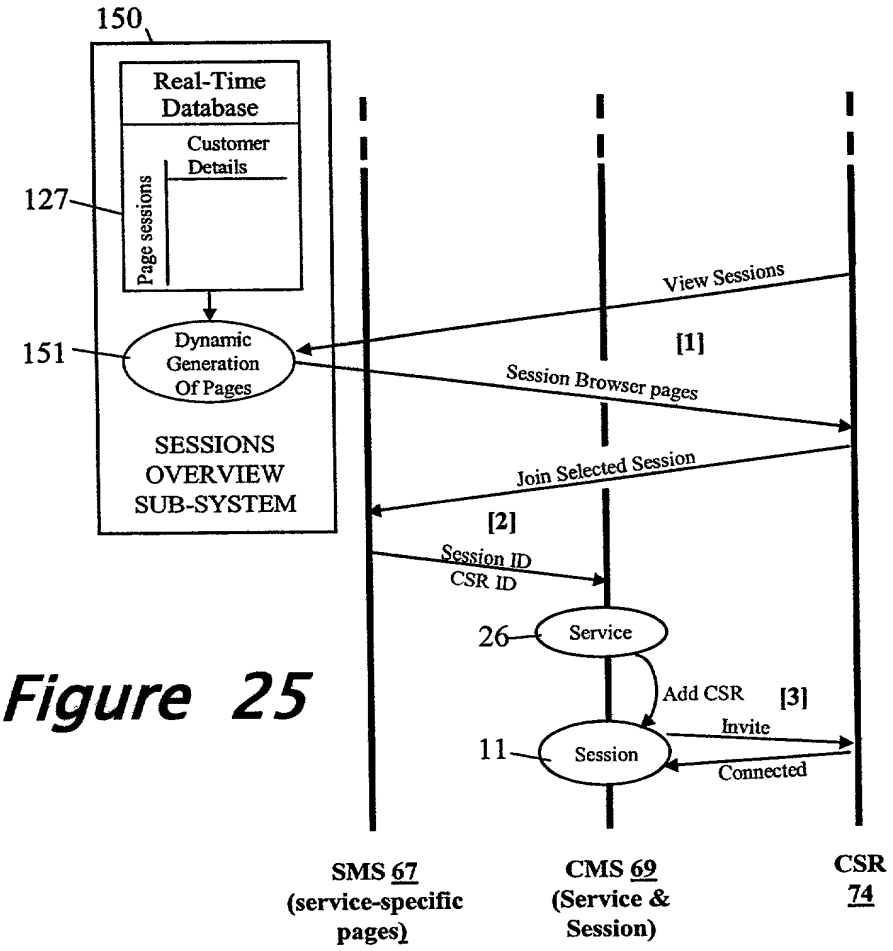


Figure 25

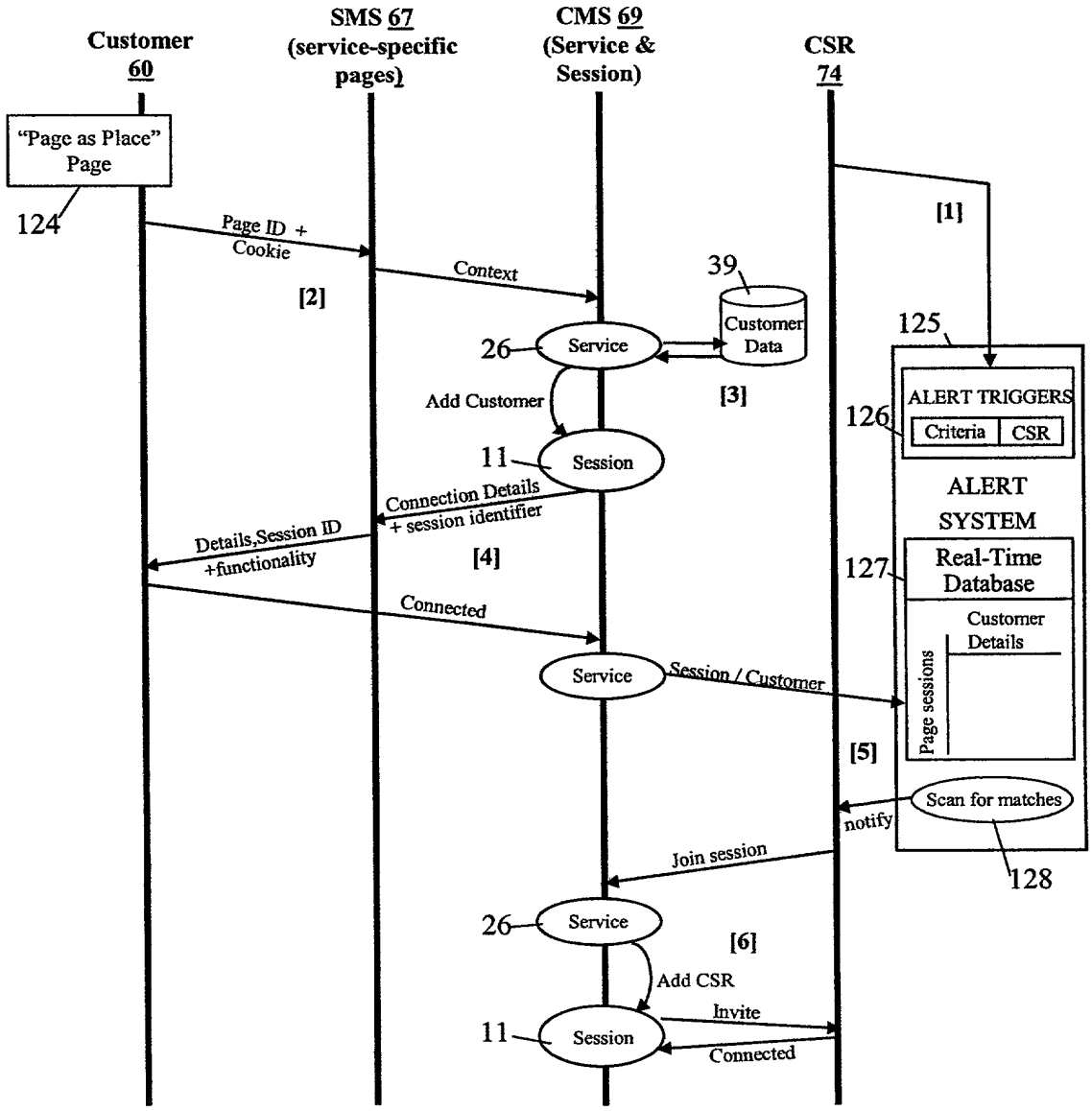
Customer 60
SMS 67 (service-specific pages)
CMS 69 (Service & Session)
CSR 74
"Page as Place" Page
124
Page ID + Cookie
[2]
Context
39
Customer Data
26
Service
[3]
Add Customer
11
Session
Connection Details + session identifier
Details,Session ID +functionality
[4]
Connected
Service
Session / Customer
[1]
125
ALERT TRIGGERS
Criteria
CSR
126
ALERT SYSTEM
Real-Time Database
127
Customer Details
Page sessions
[5]
Scan for matches
notify
128
Join session
26
Service
[6]
Add CSR
Invite
11
Session
Connected

Figure 24

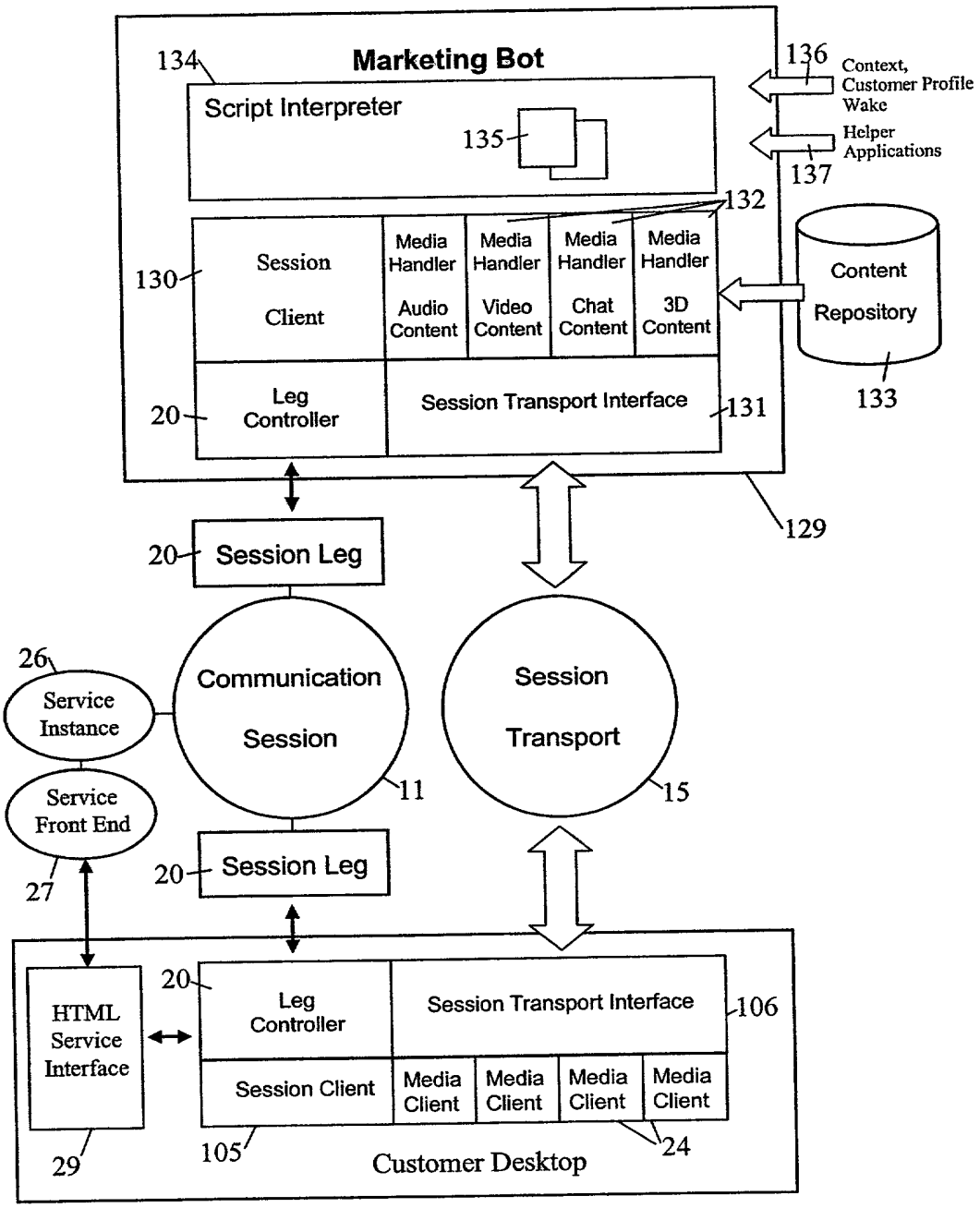
Marketing Bot
134
Script Interpreter
135
136
Context,
Customer Profile
Wake
Helper
Applications
137
132
Session
Client
130
Media
Handler
Audio
Content
Media
Handler
Video
Content
Media
Handler
Chat
Content
Media
Handler
3D
Content
Content
Repository
133
Leg
Controller
20
Session Transport Interface
131
129
20
Session Leg
26
Service
Instance
Communication
Session
11
Session
Transport
15
Service
Front End
27
20
Session Leg
HTML
Service
Interface
20
Leg
Controller
Session Transport Interface
106
Session Client
Media
Client
Media
Client
Media
Client
Media
Client
24
29
105
Customer Desktop

Figure 26

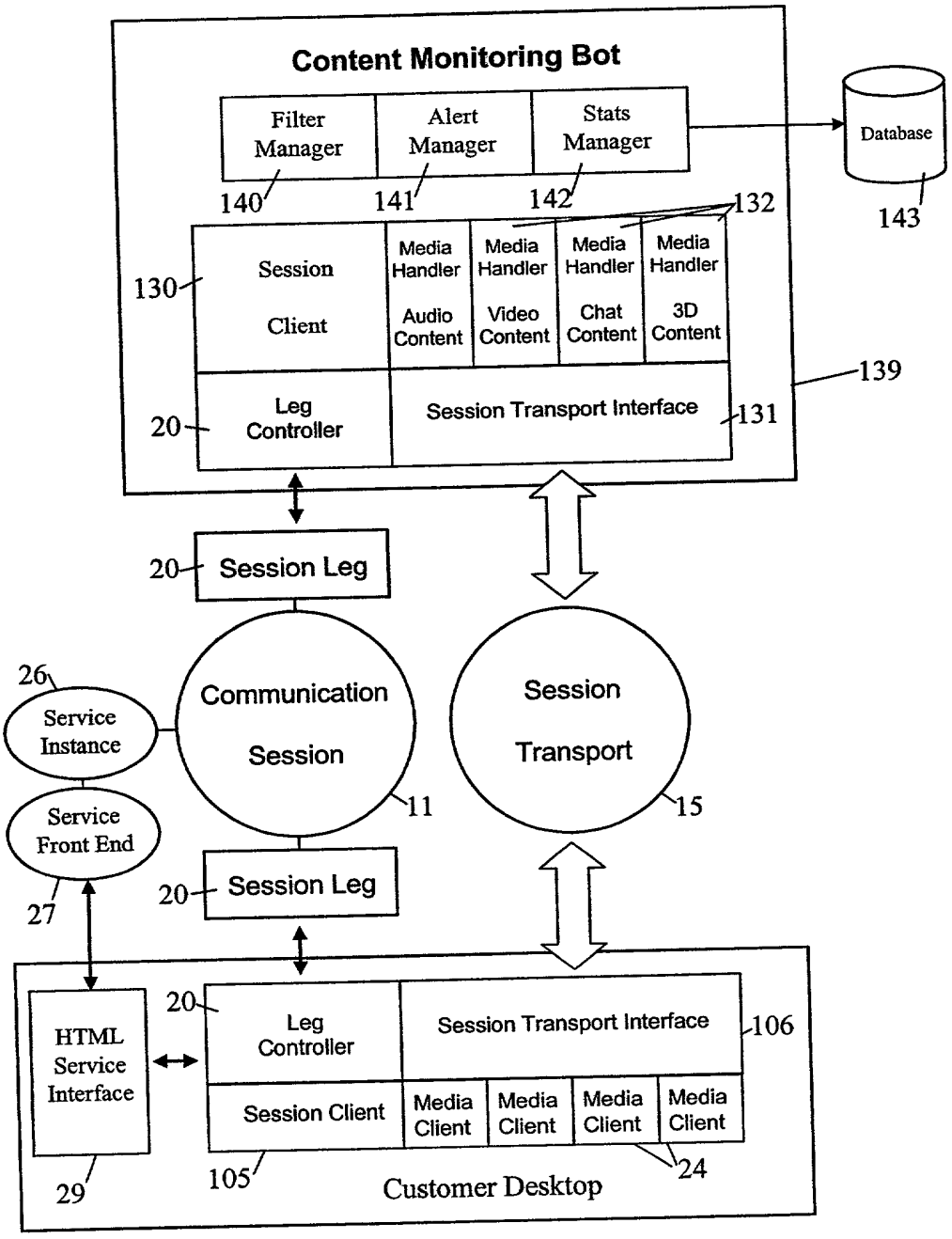
Content Monitoring Bot
Filter Manager
Alert Manager
Stats Manager
Database
140
141
142
143
132
130
Session Client
Media Handler
Audio Content
Media Handler
Video Content
Media Handler
Chat Content
Media Handler
3D Content
139
20
Leg Controller
Session Transport Interface
131
20
Session Leg
26
Service Instance
Communication Session
Session Transport
11
15
Service Front End
27
20
Session Leg
HTML Service Interface
20
Leg Controller
Session Transport Interface
106
Session Client
Media Client
Media Client
Media Client
Media Client
29
105
24
Customer Desktop

Figure 27